

Tables 1 and 2 below show the annual total for the take up of services for 2004. Tables 3 and 4 show figures as of Q4 2004 as these are 'snapshot' figures only

Electricity	Number of customers joining the PSR this year	Meters repositioned / replaced free of charge	Special controls / adapters provided free of charge	Minicom / textphone
Atlantic	221	8	0	1
British Gas	47,869	253	see	gas
EDF Energy	23,372	266	10,040	246
npower	3,437	17	266	22
npower Northern	3,287	16	125	55
npower Yorkshire	1,966	27	269	8
Powergen	14,143	156	0	113
Scottish and Southern	38,474	135	71	541
Scottish Power	10,798	see	gas	below
Telecom Plus	2,254	18	0	0
Unit Energy	46	0	0	0
Utility Link	15	0	0	0
Zest 4	0	0	0	0
Total	145,882	896	10,771	986

Table 1

Gas	Number of customers joining the PSR this year	Meters repositioned / replaced free of charge	Special controls / adapters provided free of charge	Minicom / textphone	Free gas safety checks carried out this year
Atlantic	177	1	0	1	25
British Gas	9,821	629	937	323	24,055
Countrywide Gas	84	0	0	0	13
EDF Energy	11,034	76	4,001	136	1,660
npower	2,472	13	391	14	745
npower Northern	725	11	97	8	647
npower Yorkshire	3,054	5	493	5	1,375
Powergen	5,975	30	21	82	3,133
Scottish and Southern	22,832	see	elec	above	1,309
Scottish Power	8,471	45	0	2,116	11,681
Telecom Plus	1,758	0	0	0	5
Total	66,403	810	5,940	2,685	44,648

Table 2

Electricity	Number of customers on Priority Services Register	Talking bills	Braille / large print bills	Password schemes	Third party billing/bill re-direction	Quarterly reads
Atlantic	286	15	44	140	0	0
British Gas	251,024	267	4,213	40,590	6,024	8,216
EDF Energy	142,916	155	4,672	18,457	7,120	0
npower	13,967	87	253	1,969	47	583
npower Northern	5,789	17	222	1,615	4	51
npower Yorkshire	2,762	25	318	1,929	12	257
Powergen	72,041	62	1,355	31,939	4,215	0
Scottish and Southern	109,490	219	3,860	4,931	33	0
Scottish Power	39,180	38	610			
Telecom Plus	1,889	7	17	822	0	14
Unit Energy	63	0	1	30	0	0
Utility Link	35	1	0	23	0	0
Zest 4	0	0	0	0	0	0
Total	639,442	893	15,565	102,445	17,455	9,121

Table 3

Gas	Number of customers on Priority Services Register	Talking bills	Braille / large print bills	Password schemes	Third party billing/bill re-direction	Quarterly reads
Atlantic	230	10	36	110	0	0
British Gas	445,568	905	14,196	143,183	10,557	830
Countrywide Gas	15	0	1	27	0	0
EDF Energy	32,604	33	869	4,311	1,543	0
npower	9,116	54	1,181	1,969	106	386
npower Northern	4,408	13	239	543	5	80
npower Yorkshire	9,473	25	215	9,396	16	170
Powergen	74,655	48	1,173	10,622	4,144	0
Scottish and Southern	52,541	115	1,615	2,234	15	0
Scottish Power	22,998	19	329			
Telecom Plus	1,889	7	15	748	0	12
Total	653,497	1,229	19,869	173,143	16,386	1,478

Table 4